



EXECUTIVE SUMMARY

This report summarizes the results from the 2006 young adult health care survey for the Healthy Families Program (HFP). The survey provides a comprehensive tool for assessing the degree to which teens aged 14 through 18 receive recommended preventive counseling and screening. This is the first year this survey has been administered for the HFP. The results provide plans, providers and consumers with information about the quality of preventive services teens receive.

Surveys of the teen population have typically yielded low response rates. In an effort to increase the response rate, MRMIB staff proposed a few changes to the survey process. First, the surveys were administered in the summer rather than the fall in the hopes that there would be a greater response from teens that were home on summer vacation and able to complete the survey without their parent's supervision. Also, MRMIB staff proposed administering the survey on the web for teens who were more comfortable using the web and more likely to complete the survey in this format. Two hundred and fourteen usable surveys were completed on the web.

The results from the 2006 survey provide the first look at the experience of teens in the HFP and their unique health care needs. The majority of teens in the HFP are seeing a doctor for routine care and do not have a problem getting care when they need it. They also found counseling to be helpful when they received it and were able to communicate with their doctors. However, the survey results indicate several opportunities to improve these encounters. The teens in the HFP had lower scores, based on the Child and Adolescent Health Measurement Initiative (CAHMI) benchmark database, compared to teens in other Medicaid and State Children's Health Insurance Programs (SCHIP). The lower scores were in three of the four quality measures related to preventive screening and counseling. Lower scores related to receiving care in a private and confidential setting were also reported.

SURVEY METHODOLOGY

MRMIB conducted the survey through an independent survey vendor, DataStat, Inc., using the Young Adult Health Care Survey (YAHCS), which was developed and tested nationally by CAHMI and the Foundation for Accountability (FAACT). The questionnaire contains 58 questions addressing areas such as:

- the quantity and quality of preventive screening and counseling for risky behaviors;
- whether counseling and screening was provided in a private and confidential setting; and
- assessing the teen's experience of the care provided

The survey included 15 supplemental questions taken from the Consumer Assessment of Health Plan Survey (CAHPS[®]) supplemental question set and from the FAACT Living with Illness questionnaire.

Responses to the questions have been summarized into eight composite scores and three single item scores. The composite scores addressed the following areas:

- counseling and screening to prevent risky behavior
- counseling and screening to prevent unwanted pregnancy and sexually transmitted diseases (STDs)
- counseling and screening related to diet, weight and exercise
- counseling and screening related to depression, mental health and relationships
- care provided in a confidential and private setting
- helpfulness of counseling provided
- communication and experience of care
- health information

The single item scores addressed the following areas:

- getting care the member or their doctor believed necessary
- having a serious health problem that went untreated
- rating of health status

DataStat, Inc. conducted the survey over an 8-week period between August and October 2006. DataStat used a mixed mode (mail and web survey) five-step protocol. The five-step protocol consisted of:

- a pre-notification mailing
- an initial survey mailing
- a reminder postcard to all respondents
- a second survey mailing
- a second reminder postcard to all non-respondents

The first and second survey mailing included a login and password to a secure website that the teen could access to complete the survey online.

The paper survey was administered in five languages – English, Spanish, Chinese, Korean and Vietnamese. Families with a non-English language preference received two separate survey booklets – one in English and one in the written language selected on the HFP application. The web survey was available in English and Spanish.

The survey target sample goal was nine-hundred families per health plan. Children had to be 14 years old as of April 30, 2006 and had to be continuously enrolled in HFP for at least six months as of April 30, 2006 to be eligible to participate in the survey. Only those teens who did not receive a HFP Consumer Survey for Health Plans were selected to participate

in the YAHCS. There were twenty-five plans identified for participation in the survey. Thirteen plans had sufficient HFP enrollment to provide the target sample. Five plans fell short of the target sample but had a total sample of more than 100. Three plans (Contra Costa Health Plan, Health Plan of San Mateo and Ventura County Health Plan) had a total sample of less than 100 and were included in the overall HFP score, but the individual plan score is not presented. Four plans (Central Coast Alliance for Health, Health Net Life, L.A. Care and Santa Barbara Regional Health Authority) did not have any teens in their sample that were eligible to participate in the survey.

Completed surveys were received from 6,632 members and the overall response rate was forty-five percent (45%). The number of families who were selected for the survey and the distribution of language surveys for each participating health plan are presented in Table 1.

Table 1 – Distribution of Surveys in Each Language Group by Health Plan

Health Plan	Total	E	S	C	K	V
Alameda Alliance for Health	900	285	290	282	13	30
Blue Cross - EPO	900	443	420	17	16	4
Blue Cross - HMO	900	401	351	86	47	15
Blue Shield - EPO	487	402	69	8	2	6
Blue Shield - HMO	900	454	274	85	67	20
CalOptima	900	155	600	4	40	101
Care 1st Health Plan	716	156	541	15	2	2
Community Health Group	900	228	655	4	0	13
Community Health Plan	900	203	647	36	12	2
Contra Costa Health Plan	93	39	50	3	0	1
Health Net	900	438	364	70	14	14
Health Plan of San Joaquin	865	361	479	16	1	8
Health Plan of San Mateo	43	14	28	0	0	1
Inland Empire Health Plan	900	341	551	2	1	5
Kaiser Permanente	900	536	330	23	3	8
Kern Family Health Care	900	330	565	1	3	1
Molina	900	314	572	4	3	7
San Francisco Health Plan	797	147	95	547	0	8
Santa Clara Family Health Plan	900	199	468	47	4	182
Universal Care*	766	161	592	2	2	9
Ventura County Health Plan	60	17	42	1	0	0
Total	15527	5624	7983	1253	230	437

E= English S=Spanish C=Chinese K=Korean V=Vietnamese

* Universal Care is no longer participating in the Healthy Families Program, but was included in the 2006 survey.

Table 1 shows that most of the surveys were distributed in English and Spanish. Chinese, Korean and Vietnamese surveys comprised twelve percent (12%) of the total sample. However, Alameda Alliance for Health’s and San Francisco Health Plan’s surveys comprise thirty-six percent (36%) and seventy percent (70%) of these languages respectively.

SAMPLE PROFILE

Table 2 shows the demographic characteristics of the overall HFP sample as well as for those who completed the survey in English, Spanish or one of the three Asian languages (Chinese, Korean and Vietnamese).

Table 2 – Demographic Characteristics of Sample

Age (years) *	HFP Overall	Asian Survey	English Survey	Spanish Survey
MEAN	15.7	15.9	15.8	15.7
14 Years	26.6%	24.1%	24.8%	28.4%
15 Years	25.5%	23.0%	25.2%	26.4%
16 Years	23.0%	23.3%	23.6%	22.6%
17 Years	19.1%	23.2%	20.5%	17.0%
18 Years	4.5%	5.2%	5.2%	3.9%
19 Years	0.0%	0.0%	0.0%	0.0%
20 Years	1.3%	1.2%	0.7%	1.6%

Gender	HFP Overall	Asian Survey	English Survey	Spanish Survey
Female	51.5%	47.3%	50.8%	53.1%
Male	48.5%	52.7%	49.2%	46.9%

Race	HFP Overall	Asian Survey	English Survey	Spanish Survey
White	11.1%	0.4%	34.4%	1.8%
African American	2.6%	0.3%	8.4%	0.2%
Asian	23.5%	98.4%	23.5%	0.2%
American Indian or Alaska Native	1.0%	0.1%	2.9%	0.1%
Hispanic or Latino	62.8%	0.1%	34.0%	97.9%
Native Hawaiian or Other Pacific Islander	1.1%	0.3%	3.5%	0.1%

Last Time Teen Had Routine Care	HFP Overall	Asian Survey	English Survey	Spanish Survey
0-6 Months	55.3%	54.8%	56.3%	54.9%
7-12 Months	25.5%	24.6%	24.5%	26.4%
13-24 Months	9.6%	8.7%	9.6%	9.9%
More than two years ago	3.6%	3.0%	3.9%	3.7%
Did not go to Doctor/Clinic for Check-up	5.9%	8.9%	5.7%	5.1%

Where Teen Usually Goes for Medical Care	HFP Overall	Asian Survey	English Survey	Spanish Survey
Doctor's Office or Clinic	74.6%	71.0%	80.9%	72.4%
School Nurse	0.4%	0.5%	0.5%	0.4%
Community Clinic	14.4%	15.4%	8.3%	17.3%
Hospital Clinic	6.3%	8.6%	5.4%	6.2%
Hospital Emergency Room	0.5%	0.2%	0.6%	0.6%
Family Planning Center	0.5%	0.9%	0.3%	0.4%
Urgent Care Clinic	0.8%	0.1%	1.5%	0.6%
No One Usual Place	2.4%	3.4%	2.5%	2.1%

*Children under the age of 18 qualify for HFP and to participate in the survey. However, the age reported above is based on the age that the participant recorded on their survey.

Table 3 shows the health status of the overall HFP sample as well as for those who completed the survey in English, Spanish or one of the three Asian languages.

Table 3 – Health Status of Sample

<i>Health Status</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
Excellent	23.8%	30.0%	26.5%	20.8%	18.2%	18.9%	29.5%	22.3%
Very Good	38.0%	37.6%	40.9%	38.9%	35.1%	43.8%	39.8%	35.3%
Good	29.7%	26.9%	26.0%	30.9%	34.6%	30.7%	25.0%	31.9%
Fair	7.6%	5.1%	5.9%	8.5%	10.7%	6.1%	5.2%	9.4%
Poor	0.8%	0.4%	0.7%	0.9%	1.3%	0.6%	0.6%	1.0%

<i>Number of Days Exercised in Last 4 Weeks</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
None	20.6%	14.8%	17.2%	21.5%	28.7%	34.3%	17.0%	18.3%
1 to 9 Days	37.5%	31.0%	35.5%	41.2%	41.9%	36.4%	35.4%	38.9%
10 to 13 Days	12.6%	12.9%	12.6%	13.3%	11.8%	11.1%	13.7%	12.5%
14 to 20 Days	13.7%	17.8%	14.8%	12.6%	9.7%	10.3%	16.1%	13.4%
21 to 28 Days	15.6%	23.6%	19.9%	11.4%	7.9%	7.9%	17.8%	16.8%

<i>Number of Days Pain Bothered You in Last 4 Weeks</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
None	57.1%	65.8%	64.1%	54.6%	44.6%	65.3%	53.4%	56.7%
1 to 3 Days	30.0%	25.0%	25.9%	32.3%	36.4%	26.7%	31.4%	30.2%
4 to 6 Days	7.1%	5.1%	5.5%	7.2%	10.3%	4.7%	8.2%	7.2%
7 to 14 Days	3.4%	2.1%	2.7%	3.6%	5.0%	2.0%	4.1%	3.4%
15 to 28 Days	2.4%	2.1%	1.7%	2.3%	3.6%	1.3%	2.9%	2.6%

<i>Number of Days Health or Emotional Problem Kept You From Ordinary Activities in Last 4 Weeks</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
None	75.5%	83.9%	81.1%	72.4%	65.3%	78.9%	71.6%	76.6%
1 to 3 Days	16.3%	10.5%	13.3%	18.0%	23.1%	15.6%	19.1%	15.0%
4 to 6 Days	4.3%	2.8%	2.8%	5.4%	6.0%	3.6%	4.6%	4.3%
7 to 14 Days	2.0%	1.5%	1.2%	2.0%	3.4%	1.1%	2.4%	2.1%
15 to 28 Days	1.8%	1.4%	1.6%	2.1%	2.2%	0.7%	2.2%	2.0%

<i>Agree with statement: "I am full of energy"</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
Completely or mostly agree	80.9%	87.0%	84.2%	78.3%	74.6%	82.9%	82.1%	79.7%
Agree a little or Do not agree	19.1%	13.0%	15.8%	21.7%	25.4%	17.1%	17.9%	20.3%

<i>Agree with statement: "I have a lot of good qualities"</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
Completely or mostly agree	87.5%	90.9%	89.6%	84.2%	85.5%	83.5%	91.0%	86.8%
Agree a little or Do not agree	12.5%	9.1%	10.4%	15.8%	14.5%	16.5%	9.0%	13.2%

<i>Agree with statement: "I am satisfied with my life and how I live it"</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
Completely or mostly agree	85.4%	90.2%	87.2%	83.6%	80.6%	83.9%	85.9%	85.6%
Agree a little or Do not agree	14.6%	9.8%	12.8%	16.4%	19.4%	16.1%	14.1%	14.4%

<i>Teen completely or mostly agreed with all 3 of the above statements</i>	HFP Overall	Males Under 18	Males 18 and Older	Females Under 18	Females 18 and Over	Asian Survey	English Survey	Spanish Survey
Proportion who completely or mostly agreed	69.3%	75.6%	74.0%	65.5%	62.6%	69.1%	71.0%	68.5%

Table 4 shows the scores for depression and risky behaviors for the overall HFP sample as well as for those who completed the survey in English, Spanish or one of the three Asian languages.

Table 4 – Teen Depression and Risky Behaviors

Depression	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
Teen Felt Sad Or Hopeless Everyday for Two Weeks or More in a Row	16.7%	9.3%	12.6%	20.8%	23.6%	8.5%	14.7%	20.3%

Smoking	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
Teen smoked cigarettes on 1 or more days in the last 30 days	2.6%	0.8%	5.2%	1.5%	3.0%	1.2%	4.0%	2.2%

Drinking	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
Teen had at least one drink of alcohol in the last 30 days	10.2%	5.5%	13.1%	8.3%	14.5%	4.6%	10.1%	12.1%

Sexually Active	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
Teen has had sexual intercourse	11.5%	4.9%	18.7%	4.2%	19.2%	2.8%	13.3%	13.2%

Routinely Does Not Wear Seatbelt	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
Teen never, rarely or sometimes wears seatbelt	6.0%	6.2%	4.7%	7.3%	5.4%	3.3%	4.5%	7.6%

Count of Teen Depression and Risky Behavior Participation	HFP Overall	Males Under 16	Males 16 and Older	Females Under 16	Females 16 and Over	Asian Survey	English Survey	Spanish Survey
0 out of 5 risky behaviors	68.3%	78.9%	65.9%	70.4%	57.4%	83.8%	69.4%	62.9%
1 out of 5 risky behaviors	21.7%	17.4%	21.5%	21.1%	26.8%	13.2%	20.2%	25.1%
2 out of 5 risky behaviors	6.9%	2.6%	8.0%	6.1%	11.3%	2.2%	7.0%	8.4%
3 out of 5 risky behaviors	2.2%	1.0%	3.2%	1.7%	3.1%	0.6%	2.1%	2.7%
4 out of 5 risky behaviors	0.8%	0.2%	1.5%	0.7%	1.1%	0.2%	1.3%	0.8%
5 out of 5 risky behaviors	0.1%	0.0%	0.0%	0.1%	0.2%	0.0%	0.1%	0.1%

Results from this survey reveal the following key points regarding the HFP teen population:

- Nearly eighty-one percent (81%) of teens received routine care in the last year and eighty-nine percent (89%) received their medical care from either a doctor's office or clinic or from a community clinic.
- Sixty-nine percent (69%) completely or mostly agreed with the statements "I am full of energy", "I have a lot of good qualities" and "I am satisfied with my life and how I live it".
- Sixty-eight percent (68%) reported that they did not feel depressed or engage in any risky behavior such as smoking, drinking, sexual intercourse or not wearing a seat belt.
- Sixty-two percent (62%) reported that they considered themselves to be in excellent or very good health.
- Fifty-eight percent (58%) reported that they exercised less than 9 days in a 4 week period.
- Less than seventeen percent (17%) reported depressive symptoms.

SURVEY RESULTS: COMPOSITE SCORES

The composite score is made up of questions that are grouped by related broad domains of performance. The achievement score for each composite is determined by the percentage of teens who respond positively to each question that comprises the composite. A response of “Yes” is considered positive for the questions comprising the four *Counseling and Screening* composites, the *Private and Confidential Care* composite, and the *Health Information* composite. Responses of “Usually” or “Always” are considered positive for the *Communication and Experience of Care* composite and “Very Helpful” or “Helpful” are considered positive for the *Helpfulness of Counseling* composite. Health Plan scores are compared to the overall program score in 2006 and a benchmark. The benchmark is based on the highest score achieved by a health plan.

The survey questions that comprise each composite score are listed below.

Counseling and Screening to Prevent Risky Behavior

- Talked with doctor about using a helmet when riding a bicycle, rollerblading or skateboarding
- Talked with doctor about riding in a motor vehicle with a driver who has been drinking or using drugs
- Talked with doctor about violence prevention
- Talked with doctor about guns and other weapons
- Talked with doctor about chewing tobacco or snuff
- Talked with doctor about drug use
- Talked with doctor about use of steroids without a doctor’s prescription
- Talked with doctor about sexual or physical abuse
- Talked with doctor about cigarettes or smoking
- Talked with doctor about how and why to quit smoking
- Talked with doctor about alcohol use
- Talked with doctor about the importance of wearing a seat belt

Counseling and Screening to Prevent Unwanted Pregnancy and STDs

- Talked with doctor about sexually transmitted diseases
- Talked with doctor about condoms
- Talked with doctor about birth control

Counseling and Screening Related to Diet, Weight and Exercise

- Talked with doctor about weight
- Talked with doctor about healthy eating or diet
- Talked with doctor about physical activity or exercise

Counseling and Screening Related to Depression, Mental Health and Relationships

- Talked with doctor about friends
- Talked with doctor about school performance or grades
- Talked with doctor about emotions or moods

- Talked with doctor about suicide
- Talked with doctor about sexual orientation
- Talked with doctor about feeling sad or hopeless almost every day

Care Provided in a Confidential and Private Setting

- Had a chance to speak with a doctor or other health provider privately
- Told that what was talked about with doctor was confidential

Helpfulness of Counseling Provided

- Very helpful or helpful discussions in understanding the risks of cigarettes or smoking to your health
- Very helpful or helpful discussions in quitting smoking
- Very helpful or helpful discussions in understanding alcohol use and its risk to your health
- Very helpful or helpful discussions in understanding how to use condoms to prevent HIV and other STDs
- Very helpful or helpful discussion in understanding how and why to use birth control

Communication and Experience of Care

- Office staff usually or always helpful
- Doctors usually or always listened carefully
- Never or sometimes had a hard time speaking with or understanding doctor because he or she spoke different languages.
- Doctor usually or always explained things in an understandable way
- Doctor usually or always spent enough time with you
- Positive rating of all care

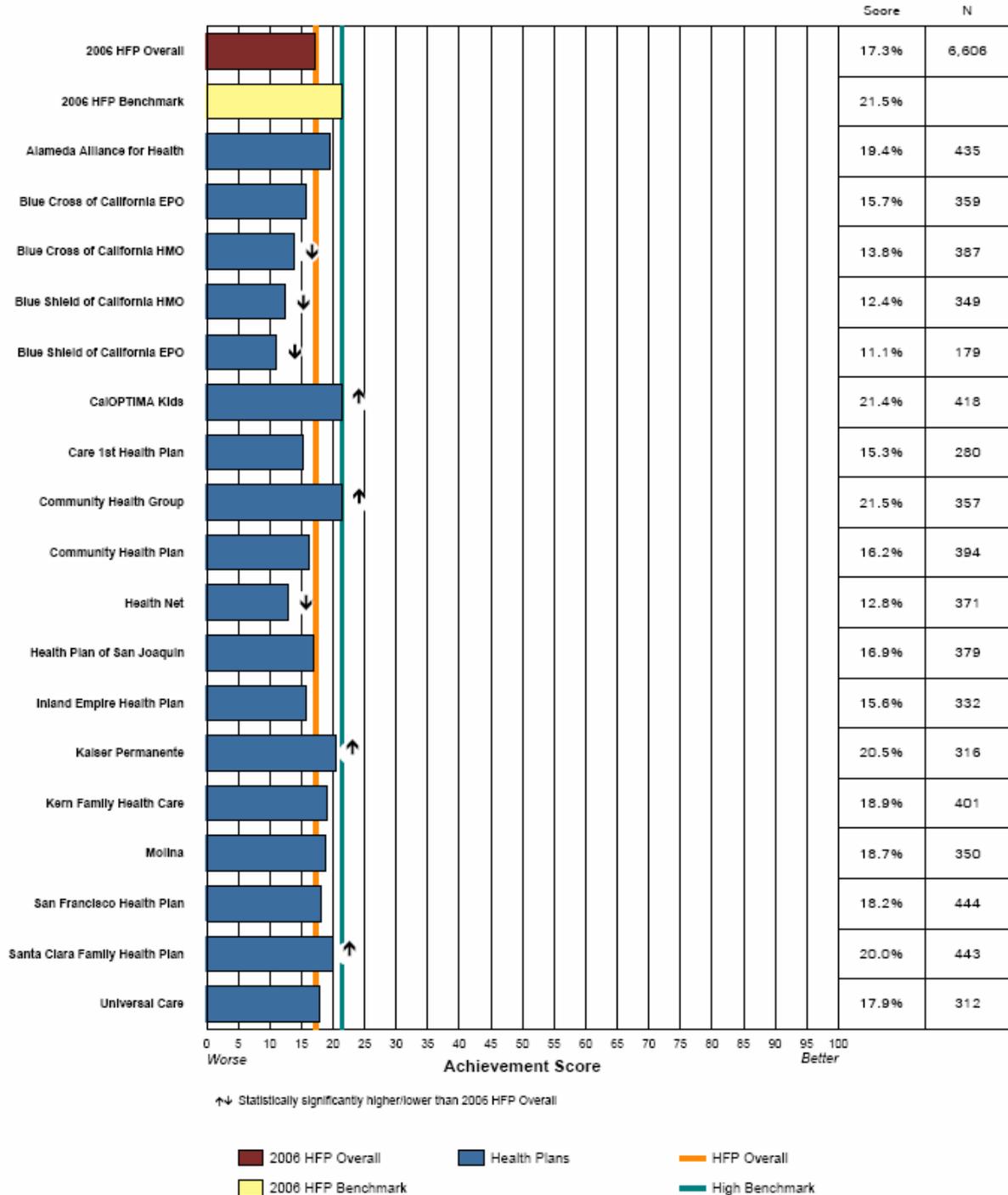
Health Information

- Saw or heard information that provided safety tips
- Saw or heard information about the risks of smoking, drinking or other substance abuse
- Saw or heard information about the benefits of a healthy diet, physical activity or exercise
- Saw or heard information that provided tips about how to prevent sexually transmitted diseases.

The following pages contain the HFP overall program scores and the individual plan results for the composite scores. Plans that have achievement scores significantly higher or lower than the overall program score are indicated by a “↑” or “↓” next to their scores.

Counseling and screening to prevent risky behavior

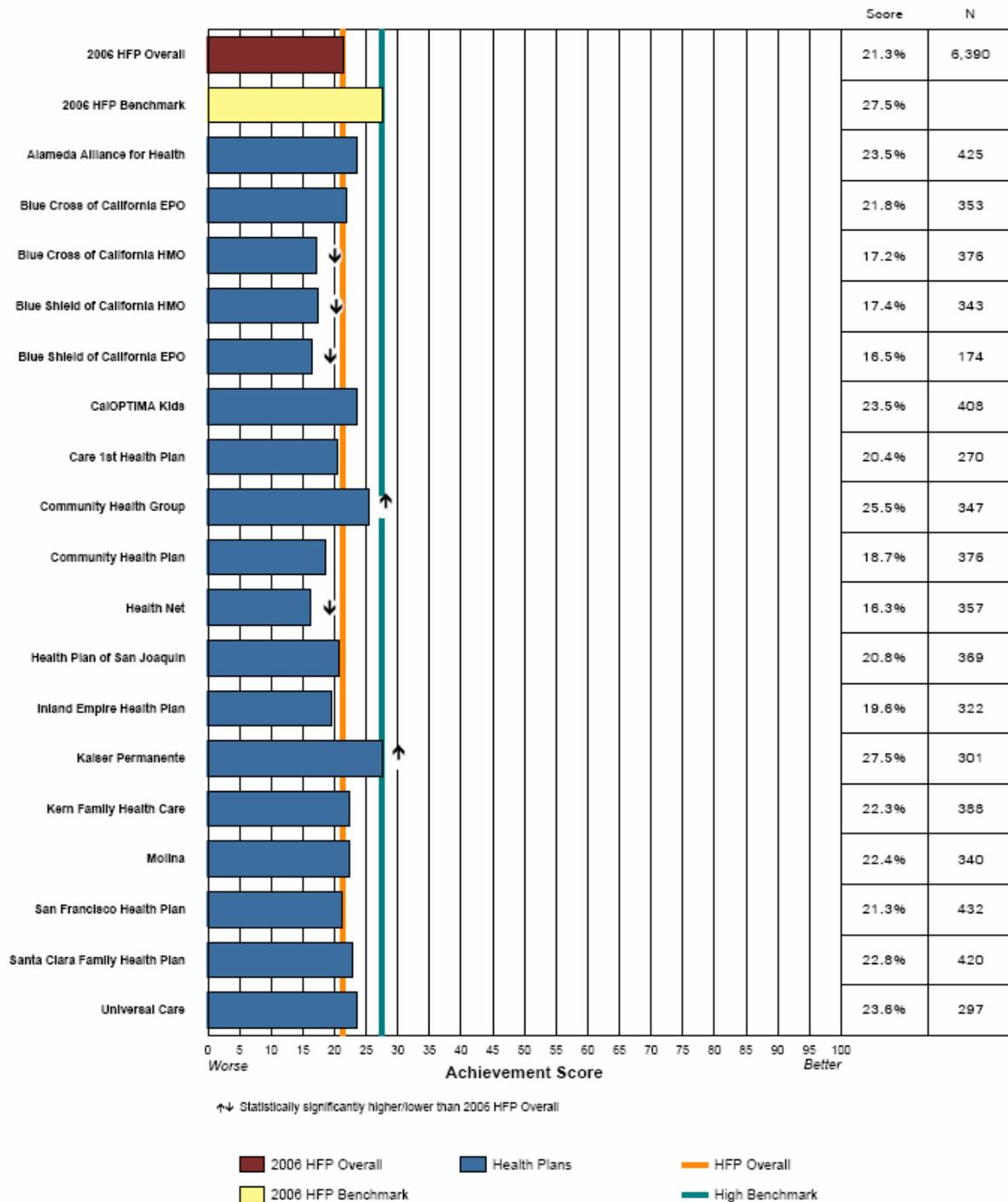
Composite Score



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Counseling and screening to prevent unwanted pregnancy and STDs

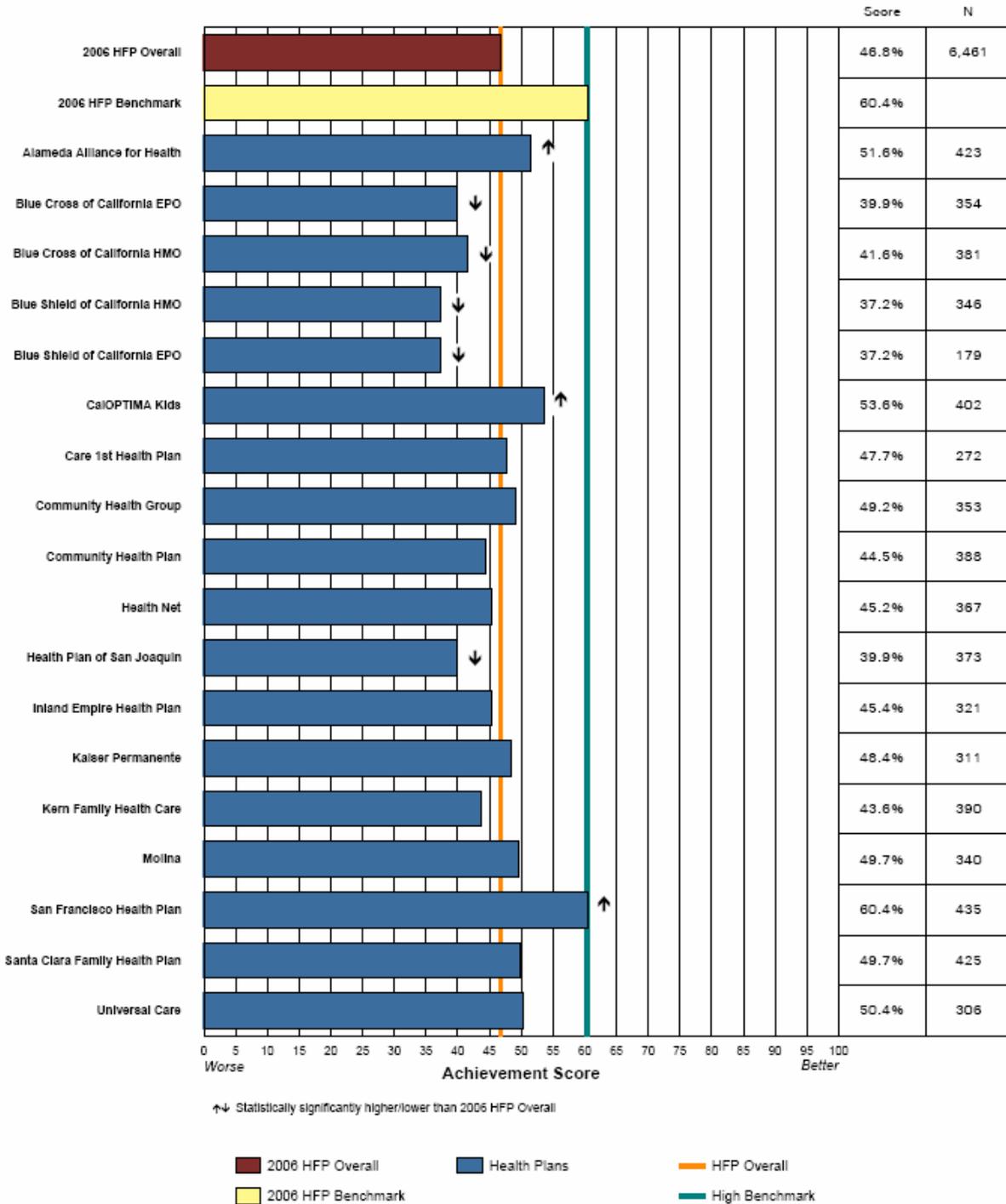
Composite Score



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

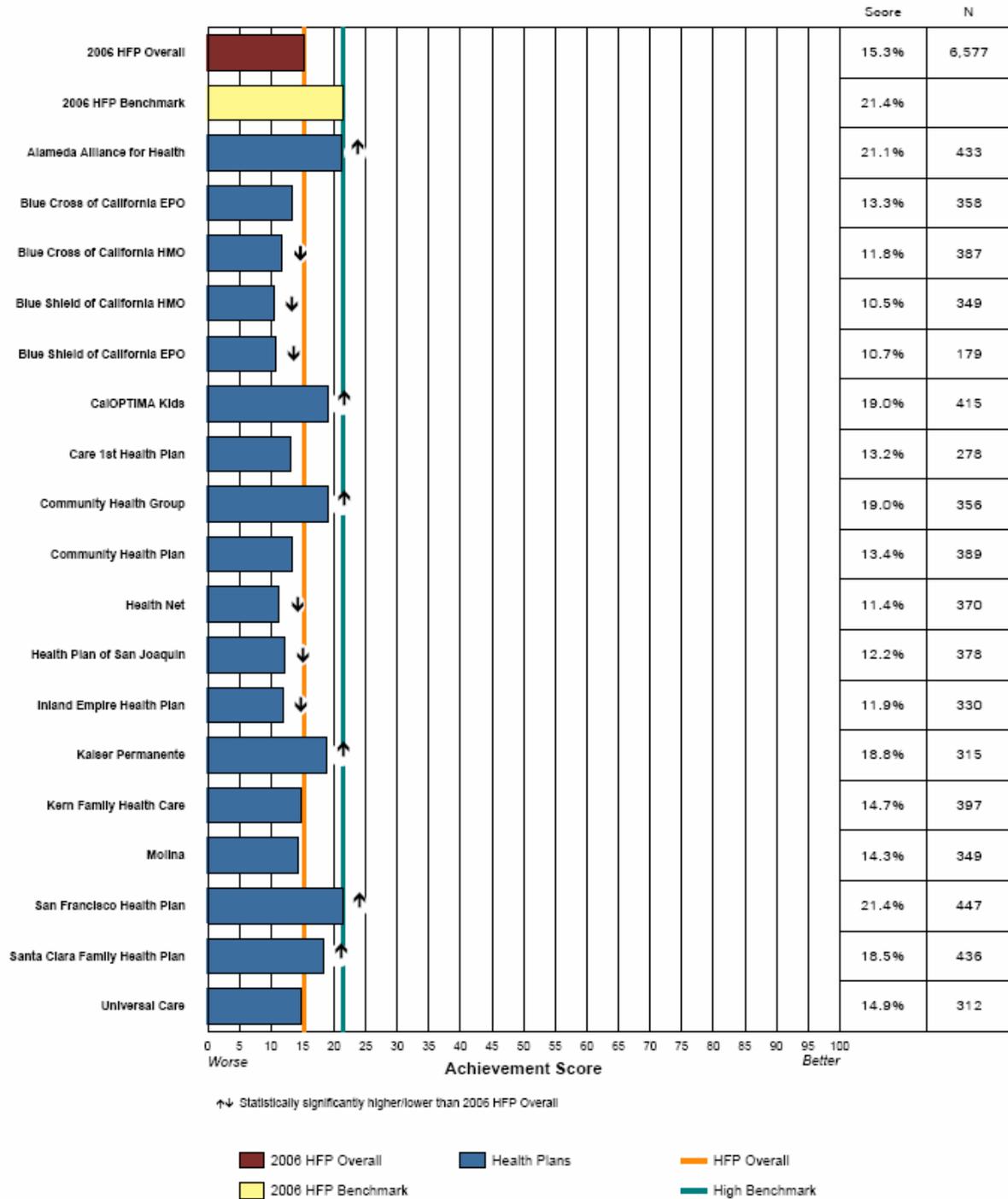
Counseling and screening related to diet, weight and exercise

Composite Score



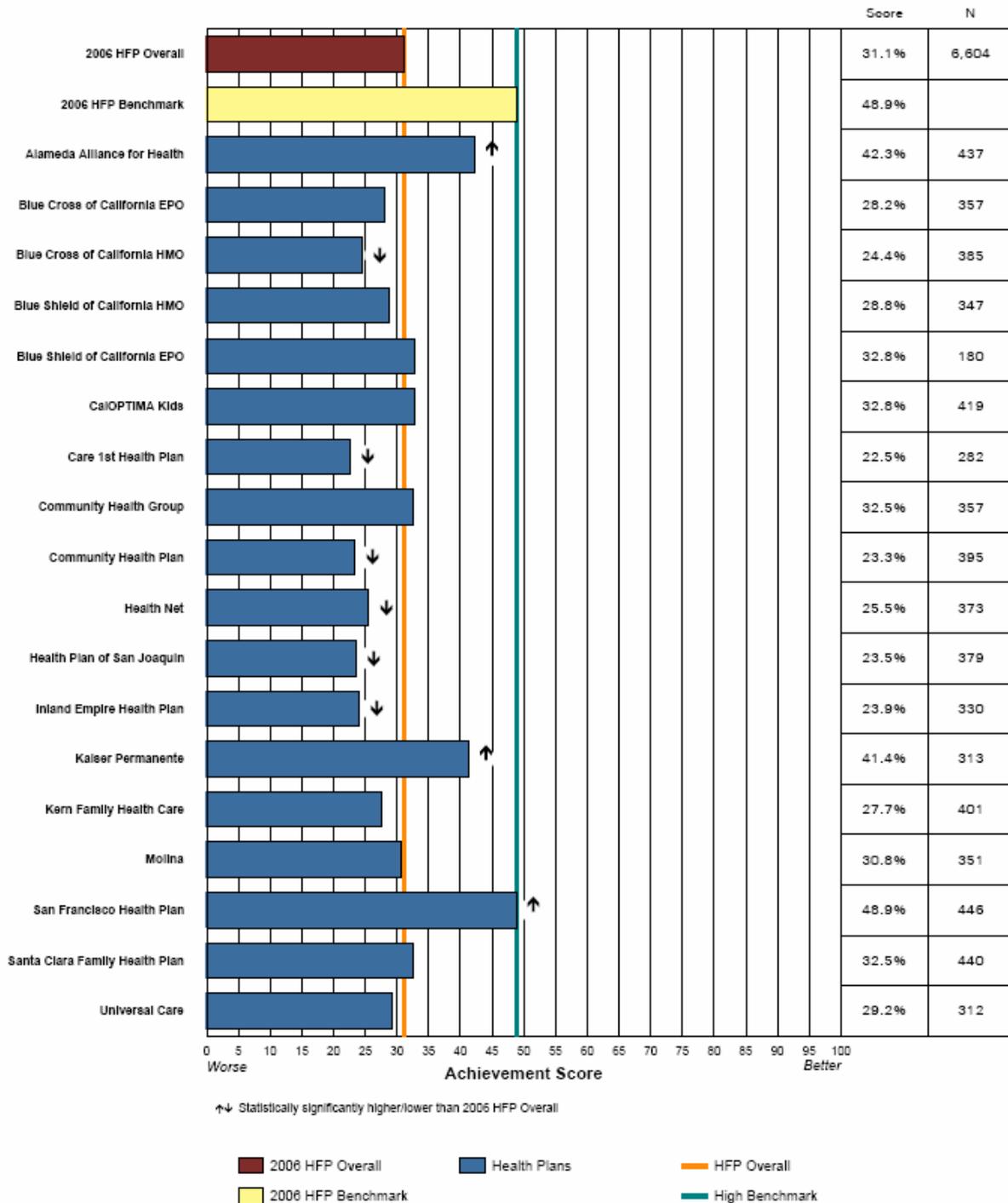
Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Counseling and screening related to depression, mental health, and relationships Composite Score



Care provided in a confidential and private setting

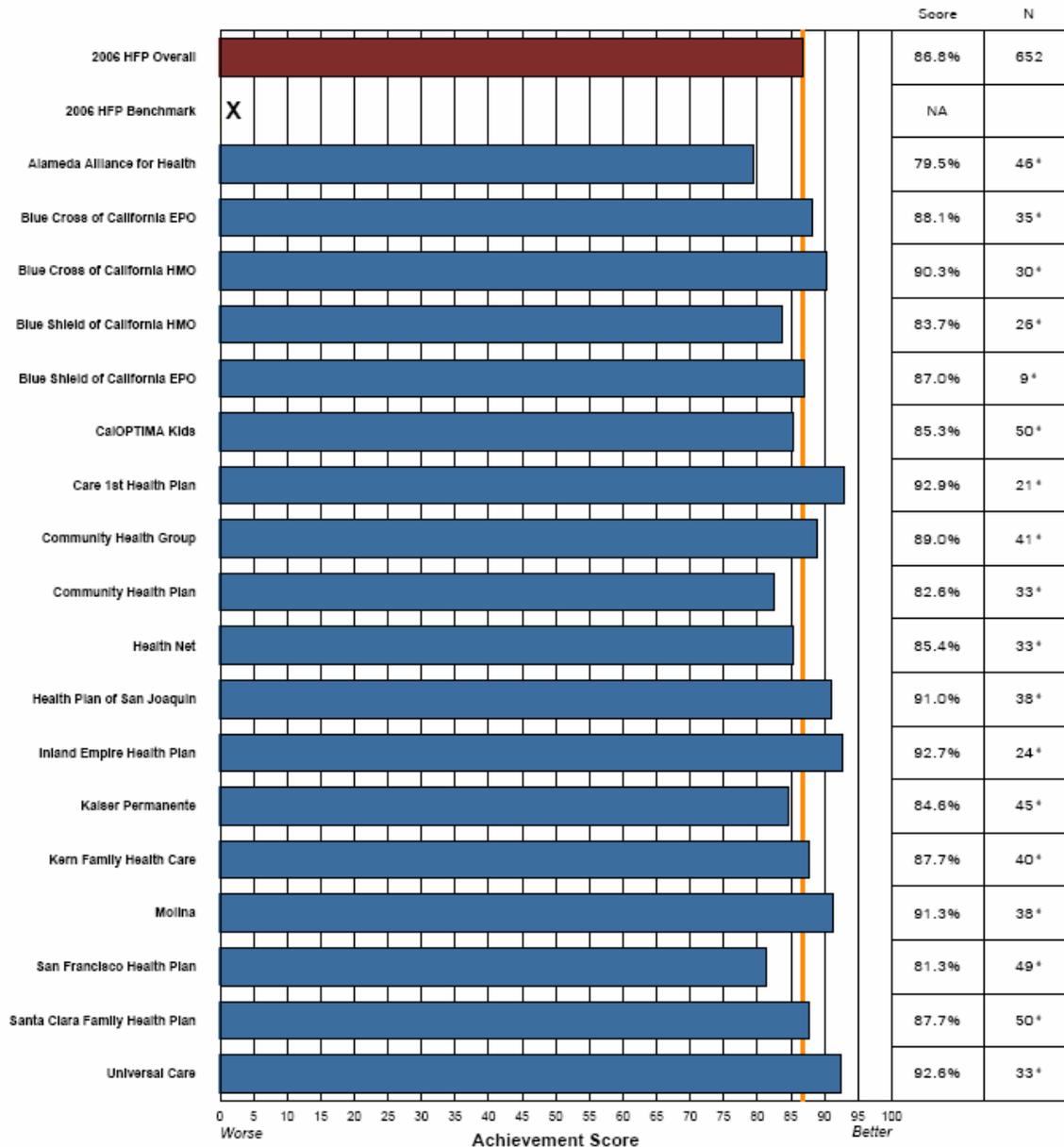
Composite Score



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Helpfulness of counseling provided

Composite Score



↑↓ Statistically significantly higher/lower than 2006 HFP Overall
 X No qualified benchmark score
 * Scores based on observations of less than 75 should be viewed with caution.

■ 2006 HFP Overall ■ Health Plans — HFP Overall
■ 2006 HFP Benchmark — High Benchmark

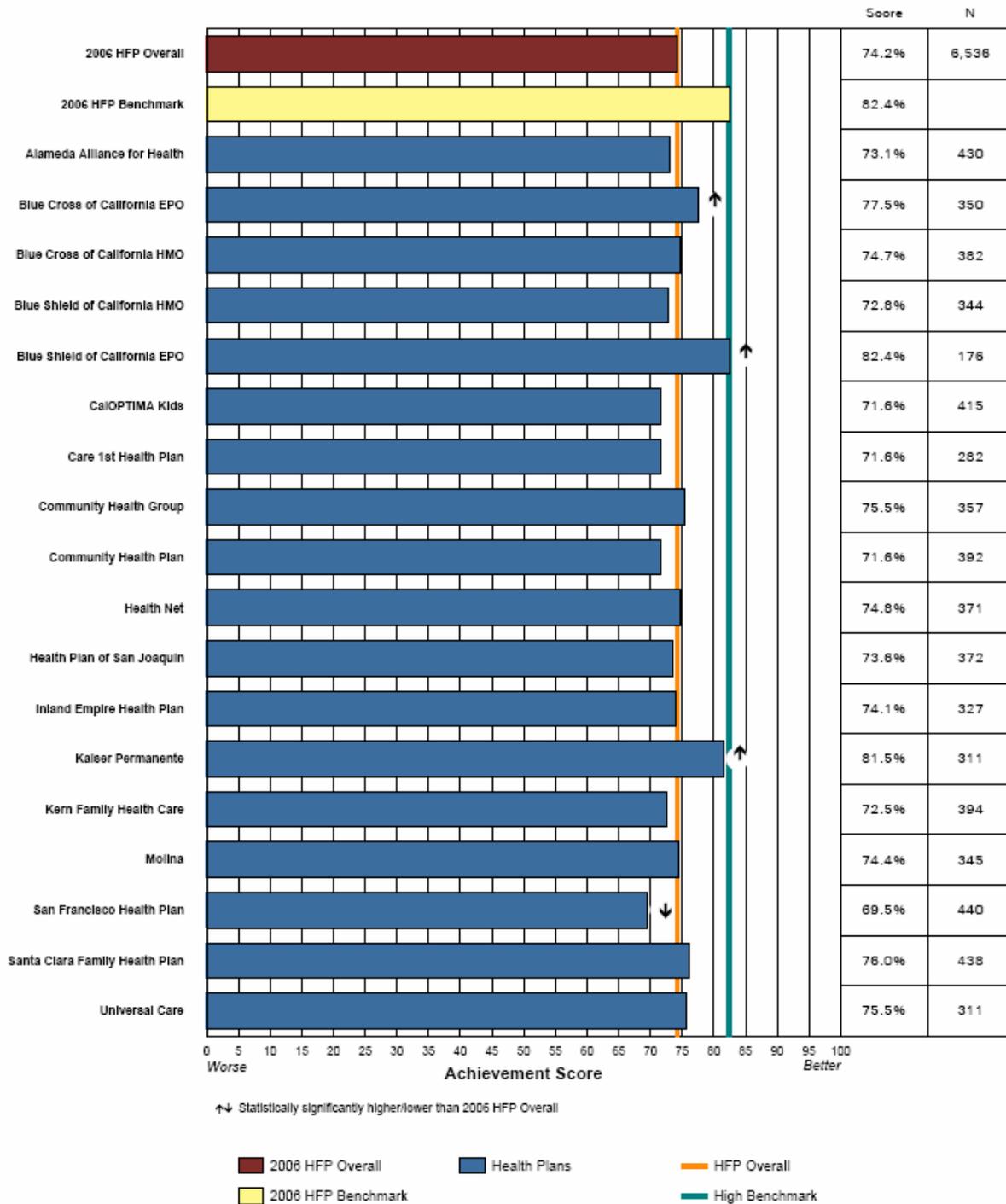
Note: No eligible benchmarks

Note: A minimum of 75 responses is required to qualify as a benchmark. For the *Helpfulness of Counseling Provided* composite, there were no plans that had 75 or more respondents.

Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Communication and experience of care

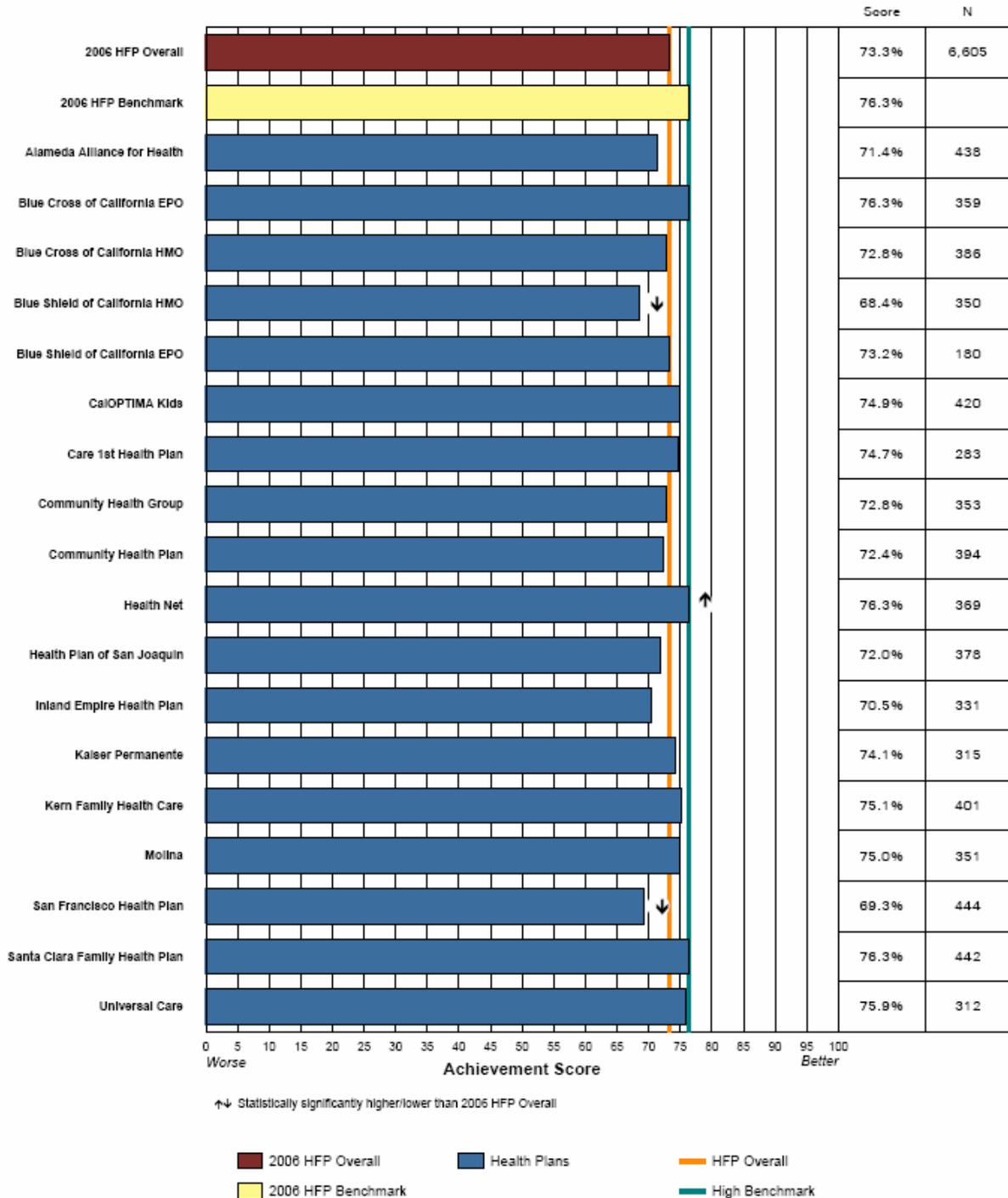
Composite Score



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Health information

Composite Score



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Summary of Composite Score Results:

The following plans had achievement scores that were significantly above the program average in three or more domains:

- Kaiser Permanente achieved above average scores in five of the seven domains.
- Alameda Alliance for Health, CalOPTIMA Kids, Community Health Group, and San Francisco Health Plan achieved above average scores in three of the seven domains.

The following plans had achievement scores that were significantly below the program average in three or more domains:

- Blue Cross HMO and Blue Shield HMO received below average scores in five of the seven domains.
- Blue Shield EPO and Health Net received below average scores in four of the seven domains.
- Health Plan of San Joaquin received below average scores in three of the seven domains.

Table 5 on the following page shows whether the plan results for the composite scores were statistically significantly above or below the program average score for 2006. The *Helpfulness of Counseling Provided* composite is not included in Table 5 because no plans had 75 or more respondents and therefore a statistically significant comparison to the HFP overall score could not be made.

Table 5 – Statistically Significantly Higher and Lower than HFP Composite Scores

Health Plan	Counseling and Screening to Prevent Risky Behavior	Counseling and Screening to Prevent Unwanted Pregnancy and STD's	Counseling and Screening Related to Diet, Weight and Exercise	Counseling and Screening Related to Depression, Mental Health and Relationships	Care Provided in a Confidential and Private Setting	Communication and Experience of Care	Health Information
Alameda Alliance for Health			▲	▲	▲		
Blue Cross EPO			▼			▲	
Blue Cross HMO	▼	▼	▼	▼	▼		
Blue Shield HMO	▼	▼	▼	▼			▼
Blue Shield EPO	▼	▼	▼	▼		▲	
CalOPTIMA Kids	▲		▲	▲			
Care 1 st Health Plan					▼		
Community Health Group	▲	▲		▲			
Community Health Plan					▼		
Health Net	▼	▼		▼	▼		▲
Health Plan of San Joaquin			▼	▼	▼		
Inland Empire				▼	▼		
Kaiser	▲	▲		▲	▲	▲	
Kern Family Health Care							
Molina							
San Francisco			▲	▲	▲	▼	▼
Santa Clara Family Health	▲			▲			
Universal Care							

**Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey*

▲ = Statistically significantly higher than HFP Overall Composite Score

▼ = Statistically significantly lower than HFP Overall Composite Score

SURVEY RESULTS: SINGLE ITEM RATINGS

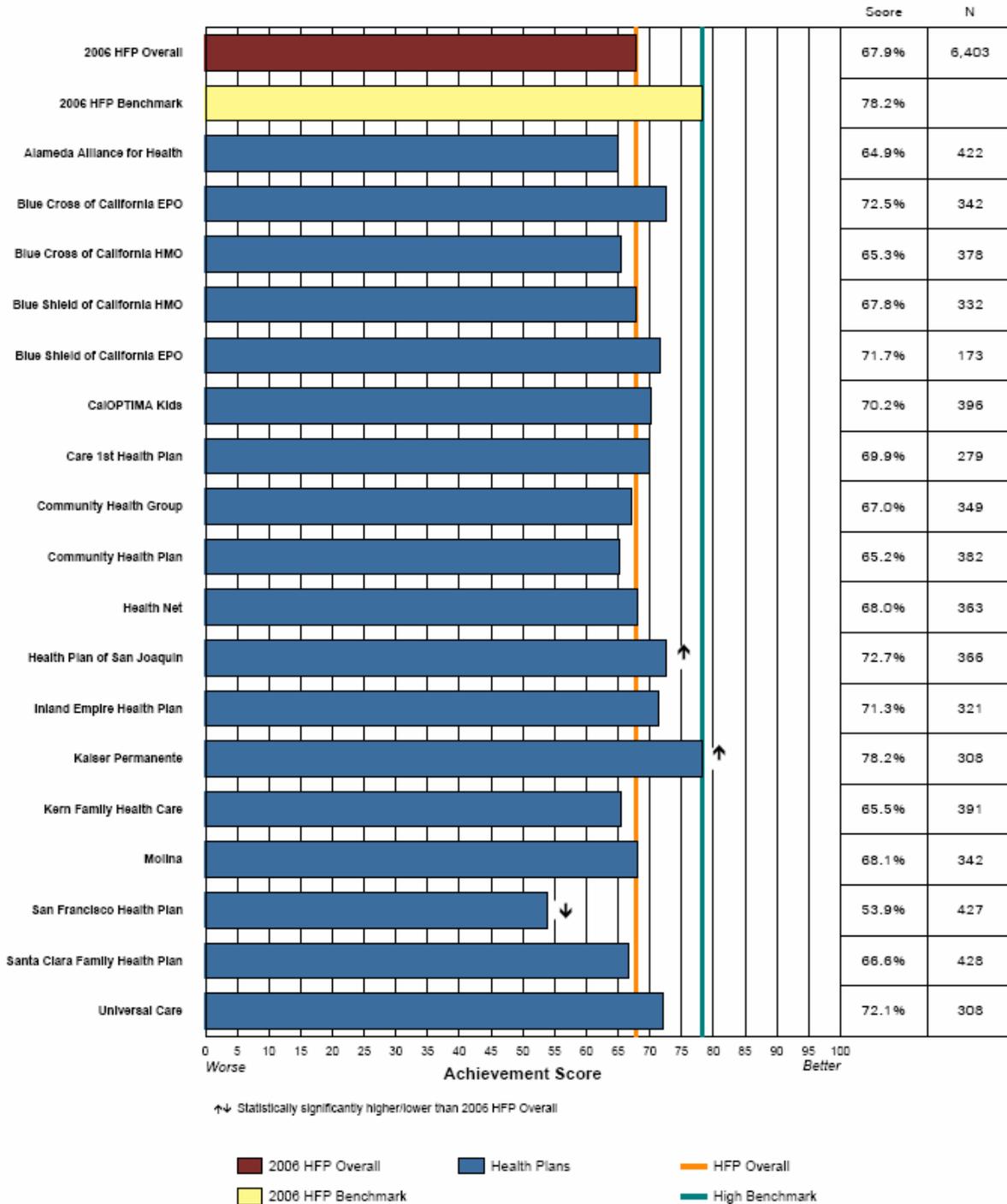
The achievement score for single item scores is determined by the percentage of teens who respond positively to each question. The survey questions that comprise the single item ratings are listed below:

- *In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor or other health provider believed necessary? A response of “not a problem” is considered positive.*
- *In the last 12 months, have you ever had a serious health problem that went untreated? A response of “no” is considered positive.*
- *How is your health in general? A response of “excellent” or “very good” is considered positive.*

The following pages contain the HFP overall scores and the individual plan results for the single item ratings. Plans that have achievement scores significantly higher or lower than the overall program score are indicated by a “▲” or “▼” next to their scores.

Single Items

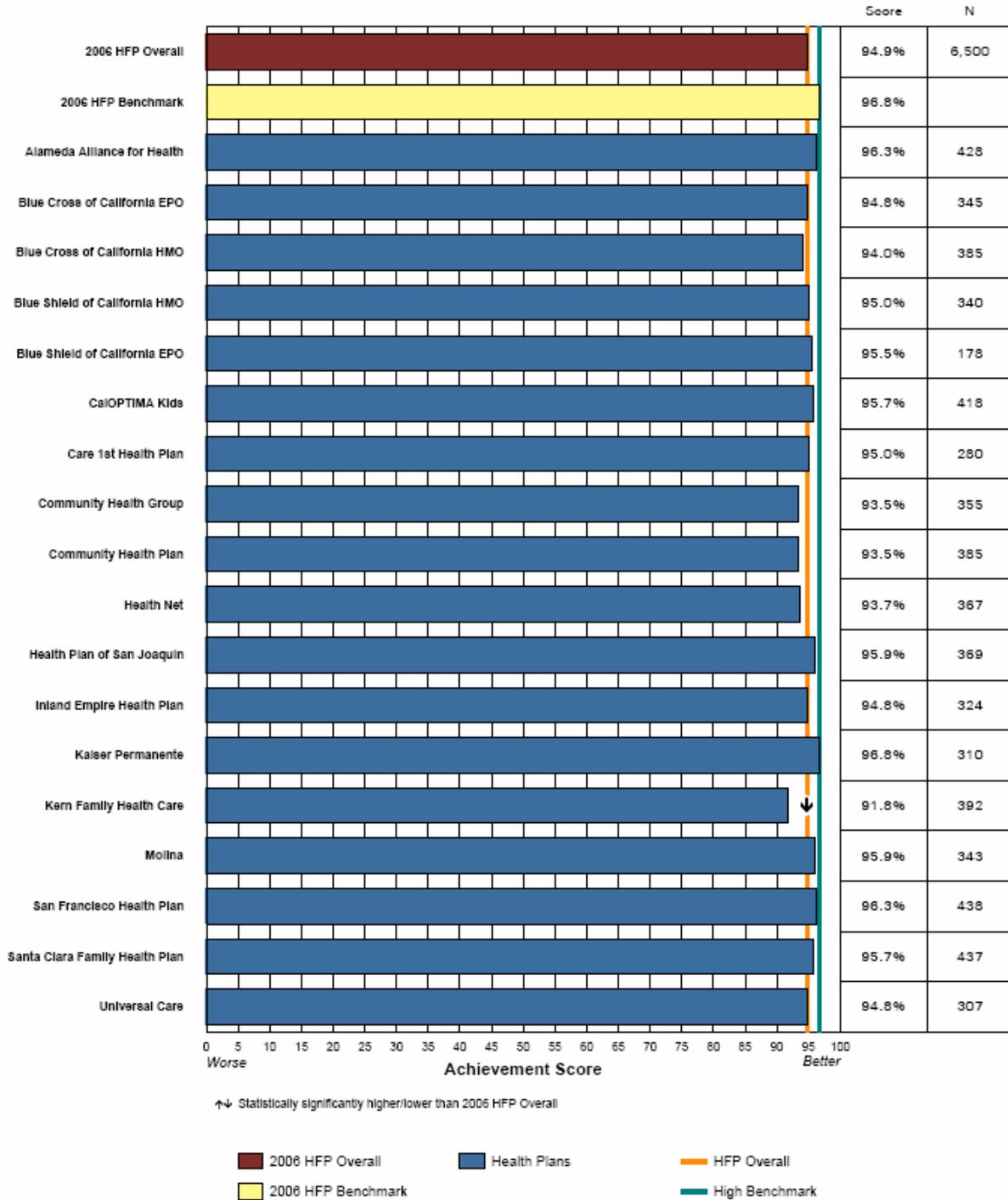
Q44. Not a problem to get care you or a doctor believed necessary



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Single Items

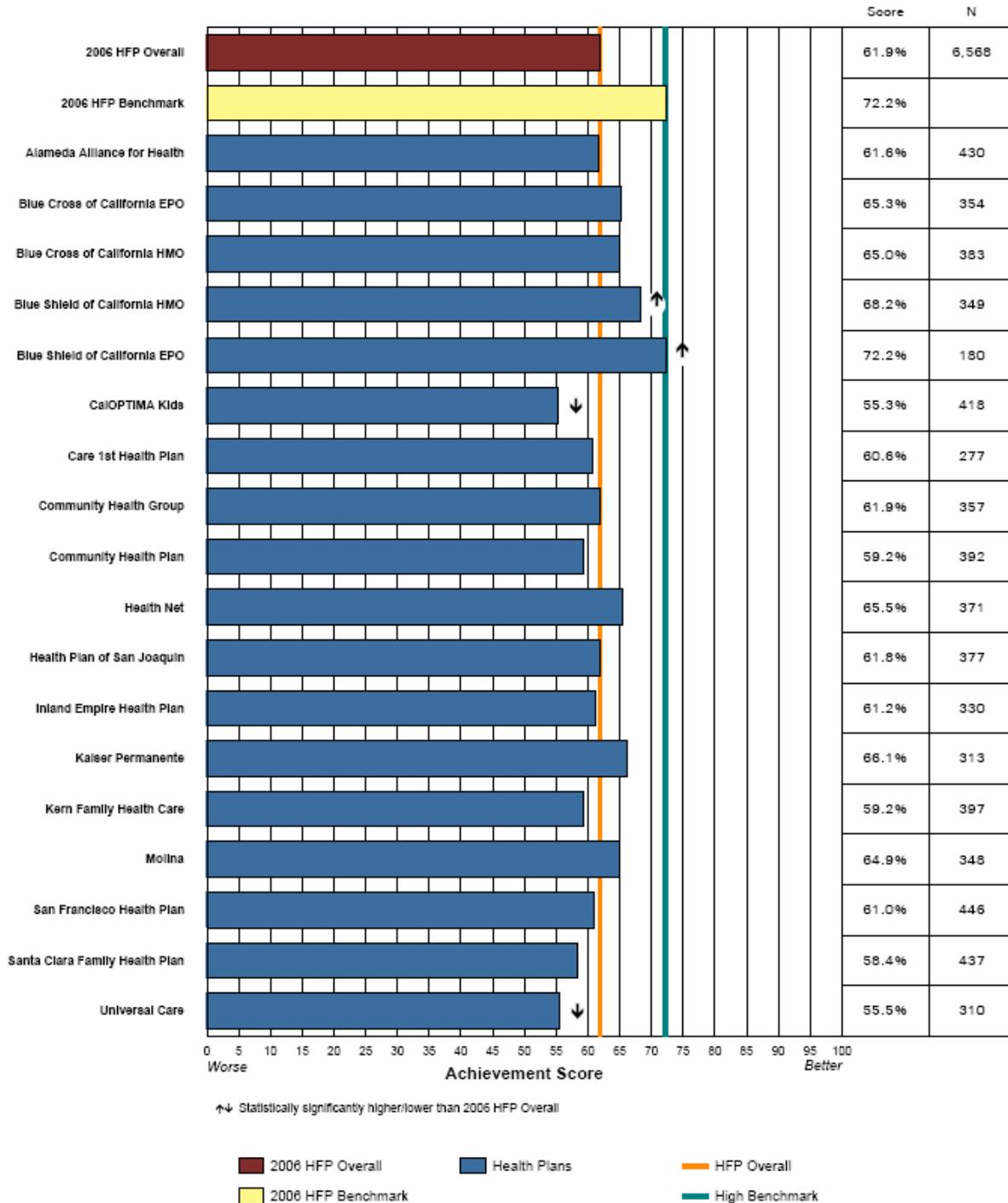
Q45. Did not have a serious health problem that went untreated



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Single Items

Q47. Excellent or very good rating of health status



Note: Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey

Summary of Single Item Rating Question Responses

The following plans had achievement scores that were significantly above the program average on one of the three questions:

- Blue Shield EPO
- Blue Shield HMO
- Health Plan of San Joaquin
- Kaiser Permanente

The following plans had achievement scores that were significantly below the program average on one of the three questions:

- CalOPTIMA Kids
- Kern Family Health Care
- San Francisco Health Plan
- Universal Care

Table 6 shows whether the plan results for the single item rating questions were statistically significantly above or below the program average score for 2006.

Table 6 – Statistically Significantly Higher and Lower than HFP Overall Ratings Scores

Health Plan	Not a Problem to Get Care You or Your Doctor Believed Necessary	Did Not Have a Serious Health Problem that Went Untreated	Excellent or Very Good Rating of Health Status
Alameda Alliance for Health			
Blue Cross EPO			
Blue Cross HMO			
Blue Shield HMO			▲
Blue Shield EPO			▲
CalOPTIMA Kids			▼
Care 1 st Health Plan			
Community Health Group			
Community Health Plan			
Health Net			
Health Plan of San Joaquin	▲		
Inland Empire			
Kaiser	▲		
Kern Family Health Care		▼	
Molina			
San Francisco	▼		
Santa Clara Family Health			
Universal Care			▼

**Universal Care is no longer participating in the Healthy Families Program but was included in the 2006 survey*

▲ = Statistically significantly higher than HFP Overall Rating Scores

▼ = Statistically significantly lower than HFP Overall Rating Scores

SURVEY RESULTS: COMPARISON TO CAHMI

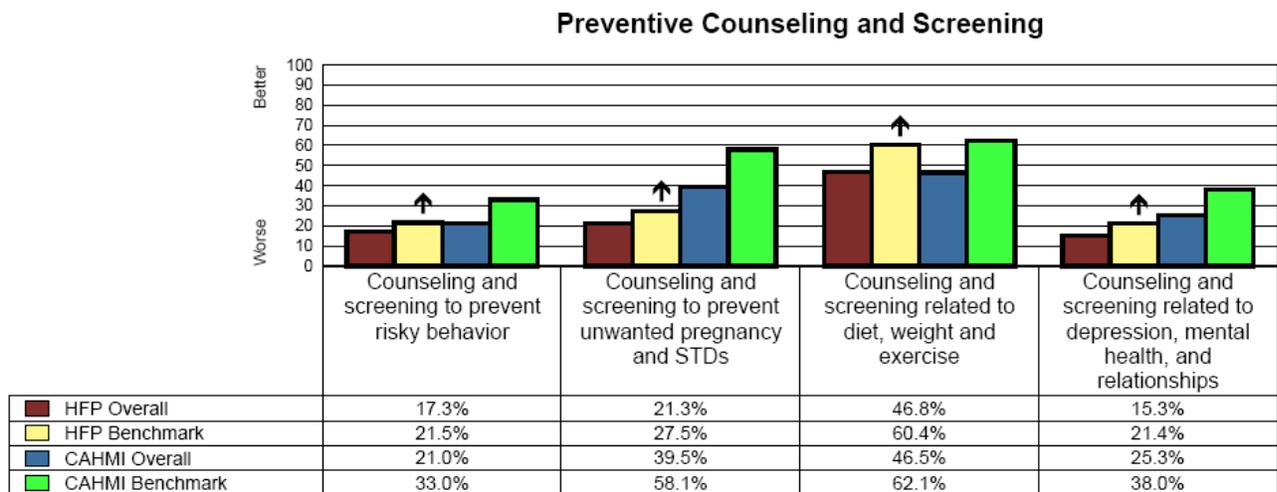
The YAHCS survey was developed and tested nationally by the Child and Adolescent Health Measurement Initiative (CAHMI). The CAHMI was established in 1998 by The Foundation for Accountability (FACCT) and The National Committee on Quality Assurance (NCQA). It provides leadership and resources for measuring and communicating information about the quality of health care for children and adolescents. Over 70 consumer organizations, policymakers, researchers, health care practitioners, health plans and health care purchasers have participated in the CAHMI since May, 1998.

This is the first year that the HFP has used the YAHCS. Therefore, there is no current trend data available for comparison. The results of the HFP survey can be compared to the CAHMI benchmark database. The CAHMI benchmark database represents 2,561 young adults enrolled in Medicaid and/or SCHIP in California, Florida, New York and Washington who were surveyed between 1999 and 2002.

Table 7 compares the HFP overall score to the HFP benchmark and to both the CAHMI overall score and the CAHMI benchmark for the four YAHCS quality measures that look at preventive screening and counseling administered to teens. These four measures address the following topics:

- risky behaviors
- sexual activities and STD's
- weight, healthy diet and exercise
- depression, emotional health and relationship issues

Table 7 – Preventive Counseling and Screening



↑↓ Statistically significantly better/worse than HFP Overall

The American Medical Association (AMA) Guidelines on Adolescent Preventive Services recommend yearly screening of teens in a private and confidential health care setting. Table 8 compares the HFP overall score to the HFP benchmark and to both the CAHMI overall score and the CAHMI benchmark for *Private and Confidential Care* measure.

Table 8 – Private and Confidential Care

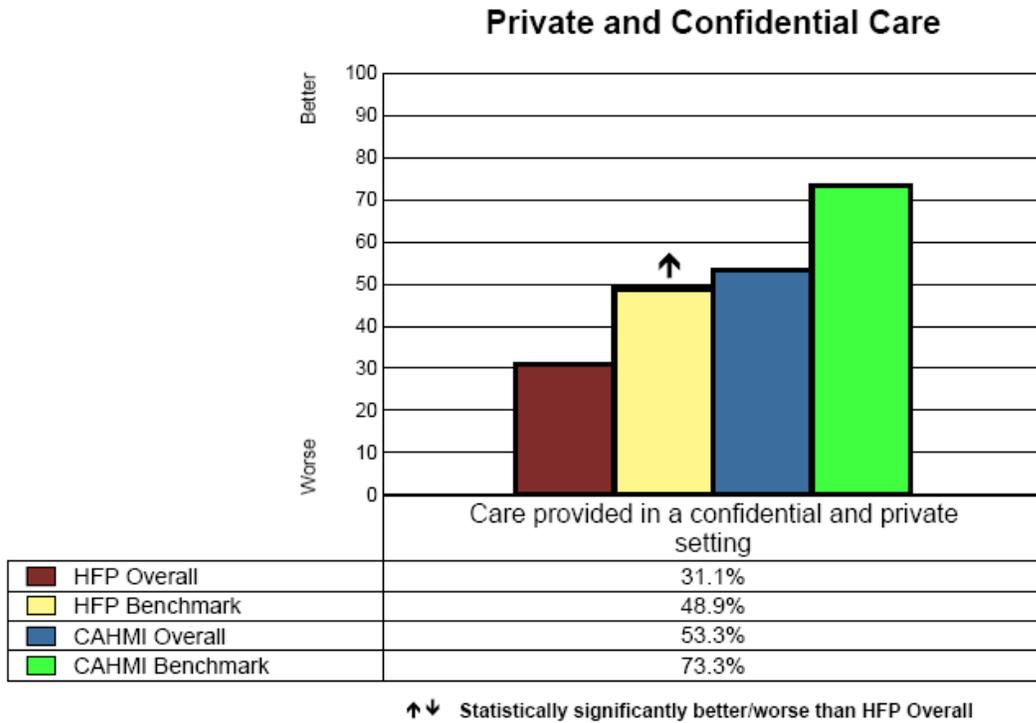


Table 9 shows the mean number of components of care the teen received based on 5 measurements of care and the thresholds of care established by CAHMI. The HFP overall score is compared to the HFP benchmark score and to both the CAHMI overall score and the CAHMI benchmark for the *Got All Care* measures. The 5 measurements of care and the recommended threshold are as follows:

- Counseling and screening to prevent risky behavior. Teen must be screened for 50% of the topics.
- Counseling and screening to prevent unwanted pregnancies and STDs. Teen must be screened for 67% of the topics.
- Counseling and screening related to diet, weight and exercise. Teen must be screened for 67% of the topics.
- Counseling and screening related to depression and mental health. Teen must be screened for 50% of the topics.
- Care provided in a private and confidential setting. Teen must receive care in both a private and confidential setting.

Table 9 – Got All Care: Number of Components Teen Received

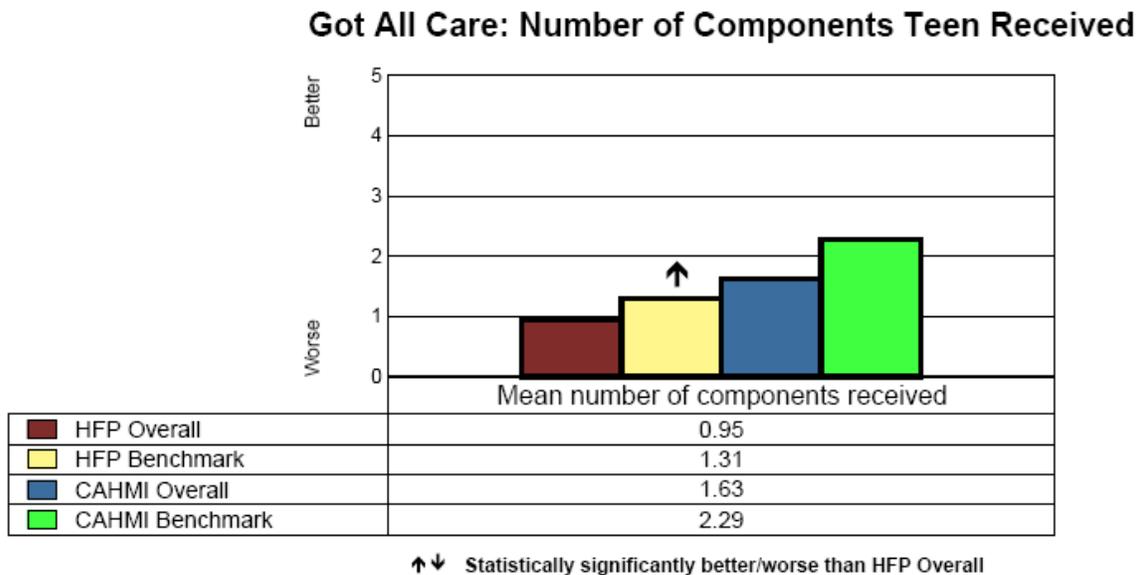


Table 10 shows the proportion of teens that received all five measurements of care listed above and compares the HFP overall score to the HFP benchmark score and to both the CAHMI overall score and the CAHMI benchmark for the *Got All Care* measures.

Table 10 – Got All Care: Proportion of Teens Who Got All 5 Aspects of Care

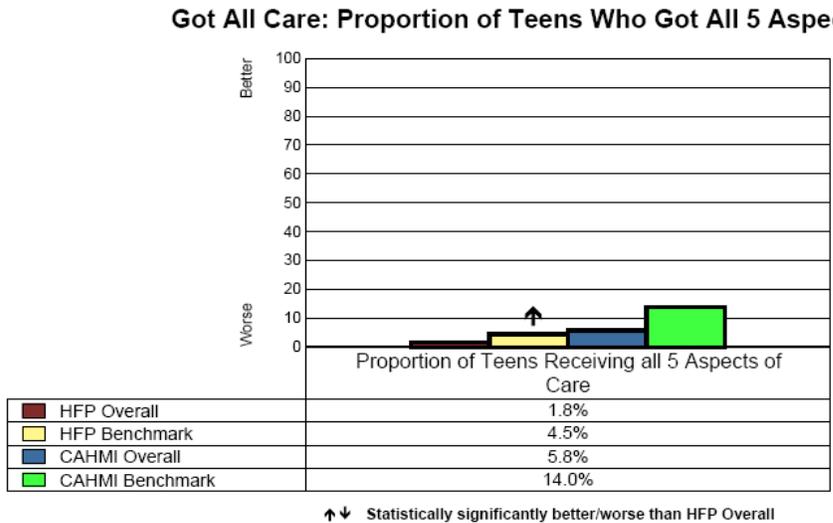
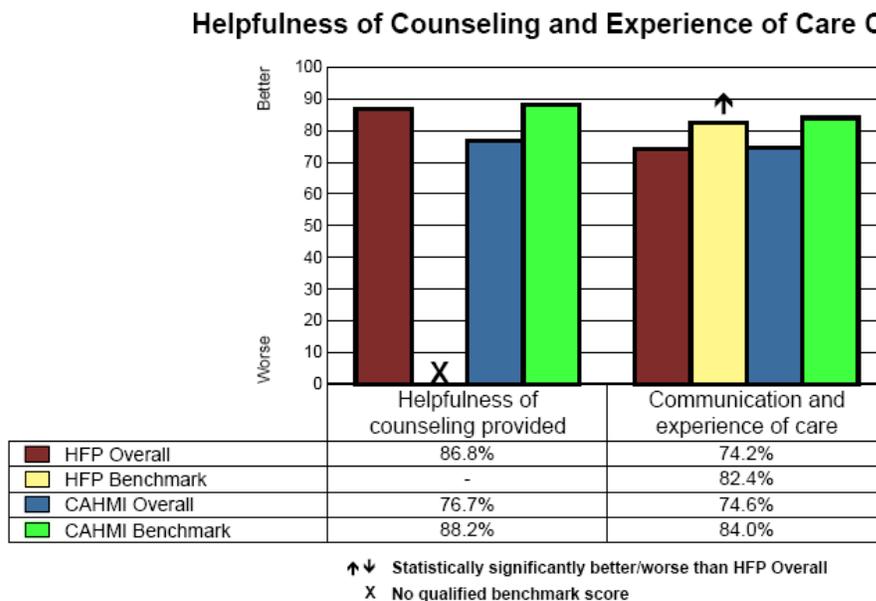


Table 11 compares the HFP overall score to the HFP benchmark score and to both the CAHMI overall score and the CAHMI benchmark for the *Helpfulness of Counseling Experience of Care* composites.

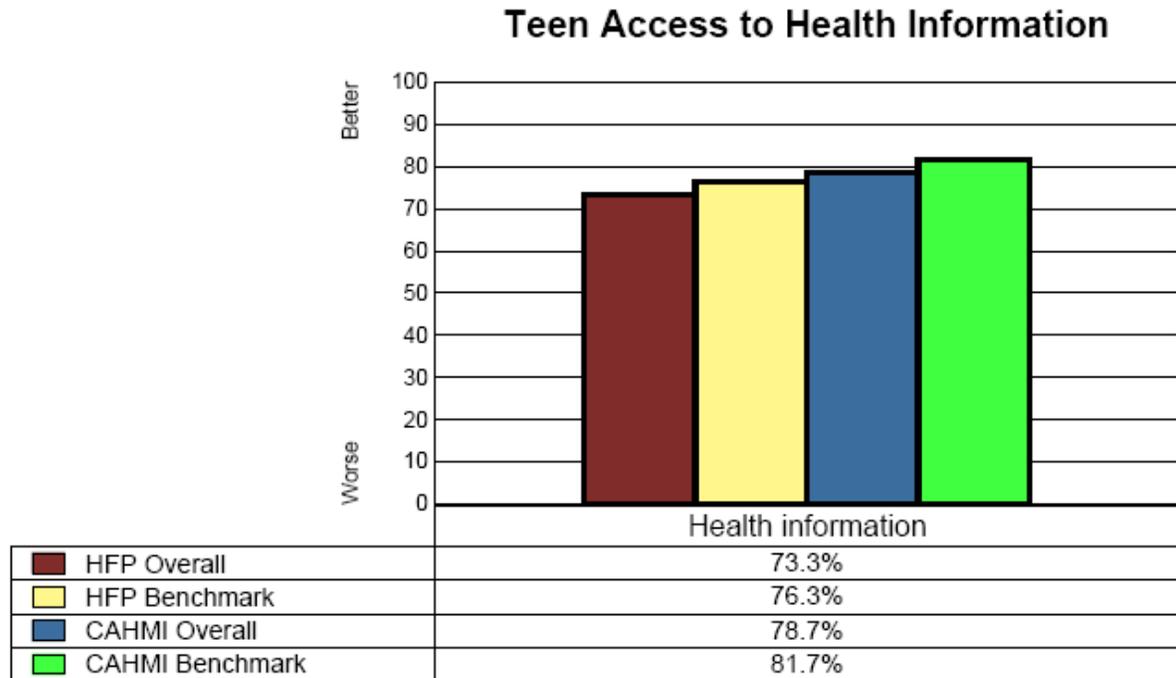
Table 11 – Helpfulness of Counseling and Experience of Care Composites



Note: A minimum of 75 responses is required to qualify as a benchmark. For the *Helpfulness of Counseling Provided* composite there were no plans that had 75 or more respondents.

Table 12 compares the HFP overall score to the HFP benchmark score and to both the CAHMI overall score and the CAHMI benchmark for the *Teen Access to Health Information* measure.

Table 12 – Teen Access to Health Information



CONCLUSION

The data obtained from this report provides the plans and MRMIB with an opportunity to further evaluate best practices as well as areas needing improvement. The results of this report provide the framework for discussion on how the HFP can better support and educate teens as well as addressing important factors such as teen mental health, physical activity and risky behavior. MRMIB will be meeting with the plans to discuss quality improvement activities for deficient areas and for sharing best practices among participating health plans. In addition, the survey results will be used in conjunction with other quality measurement tools to assess plan performance.

Acknowledgements

Prepared by Mary Watanabe, Benefits Specialist

Assisted by Cristal Schoenfelder, Policy and Operations Manager, Benefits and Quality Monitoring Division